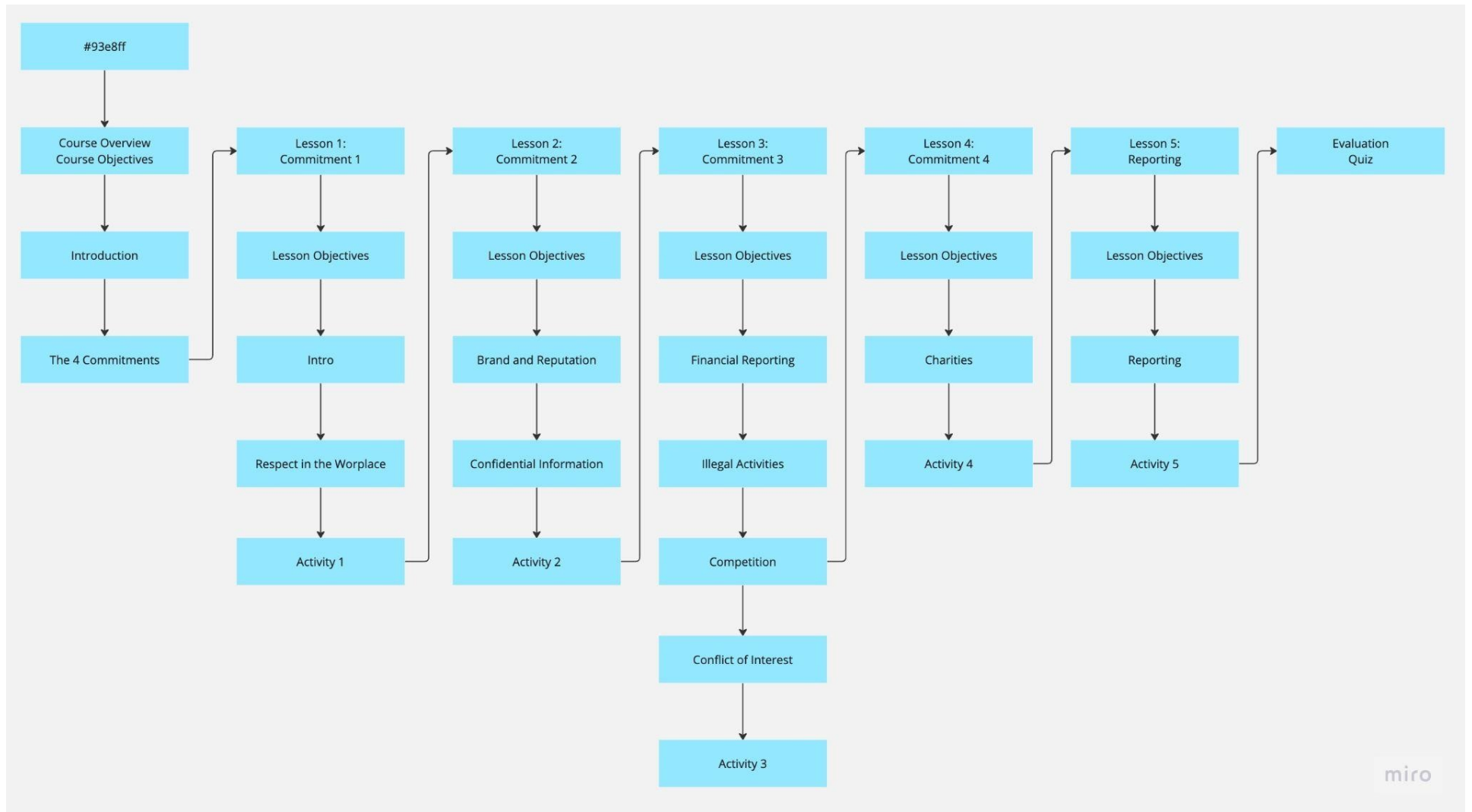



The Information Architecture for the E-Learning Course






Storyboard


Course Title	Canadian Tire Corporation's Code of Conduct
Theme	Apex
Paragraphs	Font: Roboto Size: 17 Color: Black
Headings	Font: Roboto Size: 28 Color: Red #ED2524
Activity Headings	Font: Roboto Size: 28 Color: Green #0CA657
Buttons	Padding: Small Background: Light
Number of Lessons	5 Lessons + Evaluation Quiz
Audio	None
Notes on Images	<ul style="list-style-type: none"> - Since all the images used are decorative, they do not require alternative descriptions or text for compatibility with assistive devices. - All icons will preferably be paired with a real photo that illustrates the same concept, similar to the cover photo of each lesson that merges photos with red icons.



Page #	Title	On-Screen Text	Image/Graphic asset(s) (Developer Instructions)	Component Type
Cover Page				
0	Canadian Tire Corporation's Code of Conduct	Canadian Tire Corporation's Code of Conduct		Cover Page Format: Left overlay
Page 1: Introduction				
1a	COURSE	No Text	No Image	Heading



	OBJECTIVES			
1b	No Title	<p>1. What are the key elements of CTC's Code of Conduct, and how do these elements shape the ethical, legal, and operational standards for employees?</p> <p>2. How can employees effectively navigate CTC's various policies on workplace safety, harassment, and discrimination to create a safe and inclusive environment?</p> <p>3. What are the proper procedures and channels for reporting and addressing ethical and legal violations within CTC?</p> <p>4. What are CTC's commitments to social responsibility and sustainability, and what role do employees play in these initiatives?</p> <p>5. How do CTC's policies on financial reporting, insider trading, and conflicts of interest safeguard the company's integrity and compliance with legal requirements?</p>	No Image	Numbered list
1c	COURSE INSTRUCTIONS	Press on the 'Continue' buttons shown in the lessons to move to the next section of the lesson. Use the sidebar to move to the different course lessons.	No Image	Paragraph with heading
1d	COURSE LENGTH	60 minutes	No Image	Paragraph with heading
1e	No Title	No Text	No Image	Continue button
1f	THE CANADIAN TIRE COMMITMENTS	Our Commitments reflect our values and form the foundation for how we go about business and how we interact with internal and external stakeholders. Living up to our Commitments is an important part of meeting our Company goals, safeguarding our reputation and maintaining customer trust. Below are the four commitments that encapsulate our corporate philosophy and business practices:	No Image	Paragraph with heading
1g	No Title	No Text	No Image	Continue button


1h	No Title	No Text	<p>Commitment 1 WE TREAT OTHERS AS WE WOULD LIKE TO BE TREATED</p> <p>Commitment 2 WE SAFEGUARD OUR COMPANY ASSETS, INFORMATION AND REPUTATION</p> <p>Commitment 3 WE CONDUCT OUR BUSINESS HONESTLY AND WITH INTEGRITY</p> <p>Commitment 4 WE CONTRIBUTE TO THE COMMUNITIES IN WHICH WE OPERATE</p>	Image centered
Page 2: Commitment 1				
2a	Commitment 1	We treat others as we would like to be treated.		Text on image (Opacity: 20%)
2b	No Title	No Text	No Image	Continue button
2c	LESSON OBJECTIVES	No Text	No Image	Heading
2d	No Title	<ol style="list-style-type: none"> 1. What are the types of behavior that constitute harassment and discrimination in the workplace, and what are the company policies and legal implications surrounding them? 2. How should employees report and respond to workplace safety violations, and what responsibilities do they have under CTC's Occupational Health & Safety Policy? 3. What are CTC's policies on substance abuse and how do these policies aim to maintain a safe and effective work environment? 	No Image	Numbered list
2e	No Title	No Text	No Image	Continue button
2f	No Title	An inclusive work environment is one that respects and promotes equal opportunity and is free from discrimination.	No Image	Statement B
2g	No Title	No Text	No Image	Continue button

2l	No Title	No Text	No Image	Continue button
2m	No Title	2	No Image	Numbered divider
2n	RESPECT IN THE WORKPLACE	No Text	No Image	Heading
2o	DRUG, ALCOHOL AND CANNABIS CONSUMPTION	The possession, solicitation or use of illegal drugs, or being under the influence of any impairing drugs while at work is prohibited and will not be tolerated. Being under the influence of alcohol, cannabis or similar substances that would impair your ability to carry out duties at work or drinking alcohol or using such substances on CTC property is forbidden. Employees of legal drinking age may consume alcoholic beverages at CTC-sponsored events if the consumption of alcohol is approved in advance by a Business Unit Executive or the senior individual sponsoring the event.		Accordion Section with Centered Image
	TREATING OUR CUSTOMERS RIGHT	CTC values the trust our customers and Dealers have placed in CTC. Employees must undertake their activities in a customer-centric manner and strive to provide exceptional service. Customer complaints will be investigated promptly.		Accordion Section with Centered Image
	PRODUCT SAFETY	All products sold at CTC must meet safety and quality standards under applicable laws and regulations. Our large network of suppliers means we have to make sure they adhere to product health and safety requirements. Employees with responsibilities for health and safety standards for products must take steps to ensure that they comply with these requirements.		Accordion Section
	FAIR HOURS AND WAGES	CTC will comply with applicable laws and regulations on appropriate wages and working hours covering the following key areas:		Accordion Section with Centered Image

		<p>Rest breaks Days of rest Overtime pay Minimum wage requirements Hours for minors and child labour laws CTC will manage pay and working hours requirements under Human Resources policies.</p>		
2p	No Title	No Text	No Image	Continue button
2q	Activity 1	Identify whether the following scenarios are a form of discrimination/harassment or neither by dragging them to the right box.	No Image	Paragraph with subheading
2r	No Title	<p>Discrimination/Harassment Using ethnic slurs against a work colleague. Making unwanted gender-based comments. Excluding team member due to religion. Failing to accommodate a disability legally. Creating hostility through targeted bullying.</p> <p>Neither Not promoting due to poor performance. Rotating unpopular tasks fairly. Enforcing uniform dress code. Denying leave during peak season. Merit-based bonuses for all.</p>	No Image	Sorting Activity


3a	Commitment 2	We safeguard our company assets, information, and reputation.		Text on image (Opacity: 20%)
3b	No Title	No Text	No Image	Continue button
3c	LESSON OBJECTIVE	No Text	No Image	Heading
3d	No Title	<ol style="list-style-type: none"> 1. What are the guidelines and approval processes for employees speaking on behalf of CTC in public forums or when preparing public disclosures? 2. How should employees handle and secure both physical and electronic information to comply with CTC's Information Security Policy and privacy laws? 3. What are the ethical and legal considerations when a manager or employee discloses sensitive personal information, such as medical conditions, about a team member without consent? 	No Image	Numbered list
3e	No Title	No Text	No Image	Continue button
3f	No Title	1	No Image	Numbered divider
3g	BRAND AND REPUTATION	No Text	No Image	Heading
3h	COMMUNICATING WITH THE PUBLIC	<p>All Employees who are invited to participate in a speaking engagement or panel discussion at an external conference, seminar or workshop must receive approval from the Business Unit Executive and Head of Corporate Communications prior to accepting the invitation.</p> <p>All Employees who provide inputs for, prepare and/or disseminate public disclosures (for example the Annual Report) have a legal and ethical duty to ensure that the disclosure is full, fair, accurate, timely, and understandable.</p>		Accordion Section with Centered Image




3k	CONFIDENTIAL INFORMATION	No Text	No Image	Heading
3l	INFORMATION SECURITY AND INTELLECTUAL PROPERTY	<p>It is the responsibility of every employee to protect personal and Company information. We must protect information, physical (such as paper) and electronic (such as email, customer data) in accordance with applicable laws and regulations including standards in our Information Security Policy. Employees should consider the following guiding principles when dealing with personal and Company information.</p> <p>Dispose of physical information in confidential shredding bins. Lock and secure confidential information. Do not attach unauthorized personal devices to CTC's network and do not download CTC data onto removable storage devices such as USB and Flash drives – unless you are approved to do so by your Manager. Do not forward CTC data to personal email accounts. Return CTC property on termination of employment, including cell phones, laptops and security badges. Do not open email attachments or pop-ups from unknown or suspicious sources. Do not share 'trade secrets' outside of CTC.</p>		Accordion Section with Centered Image
	PRIVACY AND INFORMATION MANAGEMENT	<p>Personal information about customers, Employees, and suppliers must be collected and processed in accordance with applicable privacy laws and regulations.</p> <p>Access information for business purposes only. Only store personal and business data for as long as needed. Be aware of information classifications within CTC including highly sensitive data such as medical information. Familiarize yourself with CTC's privacy policy and procedures.</p> <p>Refer to CTC's Information Security Policy, Privacy Policy</p>		Accordion Section with Centered Image




	EXAMPLE OF PRIVACY BREACH	and Employee Privacy Policy for further guidance. Without consent, a Manager told his entire team about a team member's long term medical condition during a period of extended sick leave.		Accordion Section with Centered Image
3m	No Title	No Text	No Image	Continue button
3n	Activity 2	Try to guess whether the following scenarios are a Privacy Breach or No Privacy Breach. Click on each card to see the response.	No Image	Paragraph with subheading
3o	No Title	<p>Card 1 Front: An employee shares a customer's personal contact details with a third party without the customer's consent. Card 1 Back: Privacy Breach</p> <p>Card 2 Front: A manager sends a general team update that only contains publicly available information about the company's performance. Card 2 Back: No Privacy Breach</p> <p>Card 3 Front: An employee shares anonymous customer feedback within the team to improve service, ensuring no personal information is exposed. Card 3 Back: No Privacy Breach</p> <p>Card 4 Front: An employee posts a picture on social media that includes a computer screen showing customer information in the background. Card 4 Back: No Privacy Breach</p> <p>Card 5 Front: An employee leaves a USB drive unsecured that contains personal information of employees. Card 5 Back: Privacy Breach</p>	No Image	Flashcard grid




		Card 6 Front: An employee posts a photo of the day's staff lunch on social media, ensuring no customer or confidential information is visible Card 6 Back: Privacy Breach		
--	--	--	--	--



Page 4: Commitment 3



4a	Commitment 3	We conduct our business honestly and with integrity.		Text on image (Opacity: 20%)
4b	No Title	No Text	No Image	Continue button
4c	LESSON OBJECTIVES	No Text	No Image	Heading
4d	No Title	1. What are CTC's guidelines and legal obligations for maintaining accurate financial records, and what are the repercussions for manipulating such records? 2. How should employees handle inside information regarding stock trading, and what are the legal risks involved in sharing or using this information? 3. What constitutes a conflict of interest at CTC, and what are the company's policies regarding gifts, relationships with suppliers, and outside business activities?	No Image	Numbered list
4e	No Title	No Text	No Image	Continue button
4f	No Title	1	No Image	Numbered divider
4g	FINANCIAL REPORTING	No Text	No Image	Heading


<p>4h</p>	<p>REPORTING INTEGRITY AND RELIABILITY OF BUSINESS TRANSACTIONS</p>	<p>CTC is required under laws and regulations and generally accepted accounting principles to keep books, records and accounts that accurately reflect all transactions and to have in place an adequate system of internal accounting and controls.</p>		<p>Accordion Section with Centered Image</p>
	<p>EXAMPLES OF FINANCIAL REPORTING BREACH</p>	<p>Due to a challenging quarter for retail sales, a Manager asks his direct report to adjust performance figures to improve the financial outlook.</p> <p>A large invoice is received for services from a CTC supplier. In a bid to make CTC's financial position look better, the Manager withholds the invoice for a period of time.</p>		<p>Accordion Section with Centered Image</p>
	<p>NON-COMPLIANT FINANCIAL REPORTING ACTIVITIES</p>	<ul style="list-style-type: none"> - Improperly accelerating or deferring expenses or revenues to achieve financial results. - Maintaining any undisclosed or unrecorded funds, accounts or "off the books" amounts. - Establishing improper, misleading, incomplete or fraudulent accounting documentation or financial reporting. - Making any payment for purposes other than those described in the documents supporting the payment. - Submitting or approving any expense report where the employee knows or suspects that any portion of the underlying expenses were not incurred, are not accurate or are not in compliance with CTC's expense policies. - Signing any documents believed to be inaccurate or 		<p>Accordion Section with Centered Image</p>



		untruthful.		
4i	No Title	No Text	No Image	Continue button
4j	No Title	2	No Image	Numbered divider
4k	ILLEGAL ACTIVITIES	No Text	No Image	Heading
4l	INSIDER TRADING	Trading in (buying or selling) CTC or related company stocks or other securities on the basis of material, non-public information or inside information is illegal and strictly prohibited. Inside information is any material, non-public information that could reasonably be expected to affect the value of an investment and is likely to be considered important when making an investment decision.		Accordion Section with Centered Image
	TIPPING	Tipping which involves sharing inside information so others can trade in stocks or other securities is also illegal and prohibited. If you are aware of inside information about CTC or any other company, including our suppliers, you are prohibited from trading directly or indirectly, or tipping others to trade in stock or other securities of that company. These same restrictions apply to any person living in your household or who is financially dependent upon you. Please refer to CTC's Securities Trading and Reporting Corporate Directive for further guidance.		Accordion Section with Centered Image
	ANTI-MONEY	CTC is required to comply with applicable AML laws and		Accordion Section with Centered Image



	<p>GENERAL COMPLIANCE WITH LAWS AND REGULATIONS</p> <p>Every Employee has an obligation to be aware of and to comply with all applicable laws, rules, regulations and Company policies that apply to our business operations, and in particular, those which impact our roles within such business areas.</p> <p>We operate in many jurisdictions, both domestic and foreign. All Employees and Independent Contractors working on behalf of the Company must know and comply with all laws, regulations and policies applicable in those jurisdictions.</p>			
	<p>RESPONSIBLE ADVERTISING</p> <p>The way we present and market our products is key to CTC's success. However, we must do this in a way that is fair and representative of the products and services we offer. We must make sure that advertising and media communications are honest, responsible and fair.</p> <p>We must not misrepresent product prices, features, and availability and we must clearly state the conditions of offers.</p>			<p>Accordion Section with Centered Image</p>
	<p>EXAMPLE OF A COMPETITION BREACH</p> <p>A staff member has a friend who works at one of CTC's competitors. The staff member read recently that the competitor is a potential buyer for a new sportswear company. The staff member promises to buy her friend lunch if she tells her details about the acquisition.</p>			<p>Accordion Section with Centered Image</p>
4q	No Title	No Text	No Image	Continue button
4r	No Title	4	No Image	Numbered divider
4s	CONFLICTS OF INTEREST	No Text	No Image	Heading

4t	GENERAL	<p>Personal interests or relationships should not influence one’s ability to make honest and ethical business decisions in the best interests of CTC. A conflict of interest can happen when a judgment could be influenced, or might appear to be influenced, by the possibility of personal benefit.</p>	No Image	Accordion Section
	OTHER EMPLOYMENT	<p>Employees must not perform any paid services for a competitor. Employees must not be part of outside business activities which create a conflict of interest with their work at CTC. In practice, this means the outside business activity cannot be similar in nature to your role at CTC, benefit from the use of CTC assets or intellectual property or negatively impact CTC’s reputation and brand.</p>	No Image	Accordion Section
	INTERNAL REPORTING	<p>All personal or family relationships, and business interests, that may impact an Employee’s ability to make honest and impartial decisions should be disclosed. Efforts to prevent a direct reporting relationship between relatives must be made and discussed with Human Resources in advance.</p>		Accordion Section with Centered Image
	RELATIONSHIPS WITH SUPPLIERS	<p>Employees should not have social or other relationships with suppliers if the relationship would give the perception that a business influence is being exerted. Relationships with suppliers should be based on fair and lawful business practices. The selection of suppliers must be made on the basis of objective criteria, including, integrity, quality, price, delivery, product suitability, maintenance of adequate sources of supply, and CTC’s purchasing practices and procedures.</p>		Accordion Section with Centered Image
	GIFTS AND ENTERTAINMENT	<ul style="list-style-type: none"> - Accepting gifts or other entertainment gratuities (for example, tickets to a sporting event) might be perceived by our customers, suppliers and other Employees as a potential conflict of interest. - Gifts and entertainment gratuities above CAD\$200 (or its equivalent in the jurisdiction of the operations) must be politely declined and returned. 		Accordion Section with Centered Image


	<p style="text-align: center;">GIFTS TO GOVERNMENT OFFICIALS</p>	<p>- There may be circumstances that justify an exception; these must be approved by a Senior Executive.</p> <p>- Attendance at vendor sponsored events (e.g. sporting and cultural events) should be occasional and authorized by a Senior Executive and reported to the TEO.</p> <p>- Gifts of cash or cash equivalents (i.e., vouchers) can never be accepted.</p> <p>There are regulations governing the acceptance of gifts by elected officials and public office holders. Therefore, any gifts to such individuals must be cleared through the Public Affairs team.</p>		<p style="text-align: center;">Accordion Section with Centered Image</p>
4u	No Title	No Text	No Image	Continue button
4v	Activity 3	Look at the scenarios below and choose the right course of action based on your learnings from this lesson.	No Image	Paragraph with subheading
4w	<p>Navigating Ethical Dilemmas: Financial Integrity and Insider Information</p>	<p>Scene 1: Your Manager has just asked you to adjust this quarter's performance figures in the financial statements to show a more favorable outlook for the department.</p> <p>A. Agree to your Manager's request and adjust the performance figures to show better financial results. Feedback: This choice violates both the law and CTC's code of conduct. Falsifying financial records can have serious consequences for both you and the company.</p> <p>B. (CORRECT) Politely decline your Manager's request and explain that it is against CTC's code of conduct and</p>	 <p>Woman with red clothes standing in a retail store.</p> <p>Neutral facial expression for the scene.</p> <p>Happy facial expression for choosing the correct</p>	<p style="text-align: center;">Scenario</p>

		<p>could violate laws and regulations. Feedback: Excellent choice! Upholding the company's code of conduct and compliance with laws and regulations is crucial.</p> <p>C. Discuss the situation with a co-worker first to gauge their opinion before taking any action. Feedback: While it might be tempting to seek advice, the code of conduct is clear on this issue. It's best to politely decline the request and adhere to company policy and laws.</p> <p>Scene 2: You overhear a discussion between two executives in the elevator about CTC potentially acquiring a new sports equipment company. A friend works in finance and you think this could benefit them.</p> <p>A. Share this confidential information with your friend, thinking it might help them make a good investment. Feedback: This is considered tipping and is illegal. Sharing inside information for trading stocks is against the law and CTC's code of conduct.</p> <p>B. Buy CTC stock with inside info on an acquisition and keep the info to yourself to avoid insider trading violations Feedback: This is insider trading and is illegal. It violates both CTC's code of conduct and applicable laws.</p> <p>C. (CORRECT) Keep the information to yourself, knowing that sharing it would be considered insider trading. Feedback: Good choice! Sharing inside information is illegal and against company policy. Always follow the code of conduct and applicable laws.</p>	<p>course of action.</p> <p>Disappointed for choosing the wrong courses of action.</p>  <p>Woman with red clothes standing in a retail store.</p> <p>Neutral facial expression for the scene.</p> <p>Happy facial expression for choosing the correct course of action.</p> <p>Disappointed for choosing the wrong courses of action.</p>	
--	--	--	--	--

5a	Commitment 4	We contribute to the communities in which we operate.		Text on image (Opacity: 20%)
5b	No Title	No Text	No Image	Continue button
5c	LESSON OBJECTIVES	No Text	No Image	Heading
5d	No Title	1. What are CTC's policies and guidelines for charitable activities and political involvement, and what are the approval processes for each? 2. What are CTC's sustainability and social responsibility initiatives, and what is expected of employees in supporting these efforts?	No Image	Numbered list
5e	No Title	No Text	No Image	Continue button
5f	No Title	1	No Image	Numbered divider
5g	CHARITIES	No Text	No Image	Heading
5h	GENERAL CHARITABLE DONATIONS	CTC takes pride in being a core part of communities in which we operate and is committed to giving back to these communities. Key principles that guide our efforts include: - Supporting Canadian Tire Jumpstart Charities - Supporting the communities in which we operate globally While it is acceptable to solicit support for CTC's charities of choice from our Employees, suppliers and other key stakeholders, Employees are not allowed to solicit support for any other personal charitable activities unless approved by a Business Unit Executive.		Accordion Section Accordion Section with Centered Image

	<p>POLITICAL ACTIVITY</p>	<ul style="list-style-type: none"> - Suppliers and business partner decisions regarding charitable support must not influence normal business dealings. - Employees must not commit CTC to a charitable donation of any kind without appropriate prior approval. CTC's Donations Policy provides further guidance. <p>The Public Affairs team manages all politically associated activities within CTC and should be contacted in case of any queries regarding planned political activities. Some guiding principles for political activities are detailed below.</p> <ul style="list-style-type: none"> - Only permitted Employees can represent CTC's interests with elected officials and non-elected public office holders. - Business issues requiring contact and/ or communication with any level of government, should be discussed and approved by the Public Affairs team. - Employees cannot use job titles or Company affiliation in connection with personal political activities. - Corporate funds shall not be provided to political organizations. 		<p>Accordion Section with Centered Image</p>
	<p>ENVIRONMENT AND SUSTAINABILITY</p>	<p>CTC will conduct business in a socially responsible and ethical manner.</p> <p>CTC engages in a number of environmental initiatives to avoid the emission of greenhouse gases and help our customers avoid emissions, develop sustainable products and minimize waste. We promote the well-being of workers in our supply chain and the well-being of our customers by, among other things, eliminating and replacing harmful chemicals with better alternatives where</p>		<p>Accordion Section with Centered Image</p>

		<p>possible, and we create an inclusive culture for those who face physical, mental, and social economic barriers.</p> <p>Employees are expected to be aware of and support CTC sustainability initiatives that apply to their roles and areas of responsibility.</p>		
5i	No Title	No Text	No Image	Continue button
5j	Activity 4	No Text	No Image	Paragraph with subheading
5k	No Title	<p>Match each statement on the left with its corresponding principle or policy area on the right based on the readings of this lesson.</p> <p>Asking suppliers to donate to your personal charity. Contacting government officials about a business issue. Reducing greenhouse gas emissions through business operations. Seeking to support children in the community through charitable programs. Principles/Policies:</p> <p>A. Public Affairs team manages political activities and should be contacted for approvals. B. CTC engages in environmental initiatives including reducing greenhouse emissions. C. Employees can solicit support only for CTC's charities of choice unless approved by an executive. D. CTC supports community programs like Canadian Tire Jumpstart Charities.</p> <p>Answers: 1.C 2.A 3.B 4.D</p>	No Image	Matching


6a	Reporting	No Text		Image (Opacity: 20%)
6b	No Title	No Text	No Image	Continue button
6c	LESSON OBJECTIVES	No Text	No Image	Heading
6d	No Title	<p>1.What are the various channels through which employees can report concerns related to breaches in the Code of Conduct at CTC?</p> <p>2. What types of allegations must be immediately reported to the Triangle Ethics Office (TEO)?</p> <p>3. How does CTC handle investigations of potential violations in terms of confidentiality, employee cooperation, and protection against retaliation?</p>	No Image	Numbered list
6e	No Title	No Text	No Image	Continue button
6f	OBLIGATION TO REPORT	<p>Employees are expected to bring forward all Code related concerns. The Code requires all Employees, Directors of CTC and Independent Contractors to report, in good faith, any activity that appears to be in breach of the Code.</p> <p>Any complaint or concern around the Code of Conduct can be reported to your Manager, your Manager’s Manager, or Human Resources representative, Triangle Ethics Office, Senior Vice President Internal Audit, General Counsel, CEO, Chair of the Audit Committee or the Chairman of the Board.</p> <p>All breaches must be reported to the Triangle Ethics Office (TEO) or the TEO Hotline. Such reporting can be done anonymously.</p>	No Image	Accordion Section
	WHO TO CONTACT	<p>TEO HOTLINE Website: www.canadiantire.ethicspoint.com</p>	No Image	Accordion Section


	<p>IMMEDIATELY REPORTABLE CRITERIA</p>	<p>Phone: Toll-free (Canada and U.S.): 1-800-620-6943 Toll-free (Southern China): 10-800-120-1239 Toll-free (Northern China): 10-800-712-1239</p> <p>THE TEO Email: TEO@cantire.com Phone: 416-480-8202</p> <p>MAIL CTC Triangle Ethics Office 2180 Yonge Street Box 770, Station K Toronto, Ontario M4P 2V8 Envelope should be marked as "Personal & Confidential: To Be Opened Only by Addressee</p> <p>Employees may raise concerns regarding ethical conduct that may violate the Code of Conduct through the TEO as detailed on the previous page. However, there are certain types of allegations that must immediately be reported to the TEO.</p> <ul style="list-style-type: none"> - Providing, offering, promising, requesting, or receiving any improper or unearned benefit (bribery) - Interfering with audits or internal controls - Falsifying, misrepresenting, or destroying financial records, or improperly concealing or altering financial records - Information system hacking - Conduct involving an employee maliciously gaining unauthorized access to company or customer information - Price fixing, market or customer division or allocation, or other anticompetitive practices - Insider trading - Money laundering 	<p>No Image</p>	<p>Accordion Section</p>
	<p>INVESTIGATION</p>	<p>Investigations of potential violations of the Code are</p>	<p>No Image</p>	<p>Accordion Section</p>



	<p>AND PENALTIES</p> <p>WHISTLEBLOWER PROTECTION</p>	<p>handled confidentially, respectfully, and lawfully.</p> <p>All Employees are expected to fully cooperate when responding to an investigation or audit, or to inquiries that are conducted by CTC.</p> <p>Information regarding Employees reporting code violations will, to the extent possible, remain confidential. CTC will not tolerate any retaliation for reports made in good faith.</p> <p>Employees will not be penalized for inquiring about and/or reporting, in good faith, suspected unethical behavior or for seeking guidance on how to handle Code violations or suspected illegal acts. CTC will not tolerate any retaliation for any such inquiries.</p>	No Image	Accordion Section
6g	Activity 5	No Text	No Image	Subheading
6h	No Title	<p>Which of the following scenarios must be immediately reported to the TEO (The Ethics Office)? Select all that apply.</p> <ol style="list-style-type: none"> 1. An employee overhears a colleague saying they changed the store's sales numbers in the financial records. 2. A customer offers an employee a \$20 bill as a tip for excellent service. 3. Two employees are found to be sharing an employee discount with friends and family who are not eligible. 4. You discover that a coworker has hacked into the company's information system. 5. A supplier offers a trip to a tropical destination in exchange for an exclusive contract with Canadian Tire. 6. An employee casually talks about how they are trading Canadian Tire stocks based on confidential information. 7. A cashier refuses to serve a customer without wearing a mask as per store policy during a pandemic. 8. An employee mentions that they intentionally skipped some steps during the store's internal audit process. 9. An employee is found to have maliciously accessed 	No Image	Knowledge check: Multiple response


		customer information without authorization. 10. A coworker tells you they wash their uniform once every two weeks. Answers: Choices 1, 4, 5, 6, 8, 9		
--	--	--	--	--

Page 7: Quiz

7a	Quiz	Answer the following questions to the best of your knowledge based on the 6 lessons of this program.	No Image	Quiz Title
7b	Question 1	<p>Q1: Which of the following actions best aligns with Canadian Tire's policies on product safety and customer-centric service? (Commitment 1)</p> <p>A. Recommending additional products to a customer even when they haven't asked for it. Feedback: While upselling is a common retail strategy, it may not align with a customer-centric approach if the customer hasn't expressed any interest. This could potentially detract from the customer's experience.</p> <p>B. Ignoring a supplier's comment about bypassing safety standards because the products have always seemed fine. Feedback: Ignoring this comment would be in direct violation of Canadian Tire's commitment to product safety. It could also put customers at risk and expose the company to legal repercussions.</p> <p>C. (CORRECT) Removing a product from the shelf upon realizing it has missing safety labels, and then informing a supervisor. Feedback: This action directly aligns with Canadian Tire's focus on product safety and customer welfare. Promptly removing potentially hazardous items and informing a supervisor demonstrates both responsibility and adherence to company policies.</p> <p>D. Providing service to customers based on how much</p>		Quiz: Multiple Choice

		<p>they are willing to spend in the store.</p> <p>Feedback: This practice would not be in line with a customer-centric approach, as it could lead to unequal treatment of customers based on perceived value, undermining trust and potentially driving customers away.</p>		
7c	Question 2	<p>Q2: Which of the following actions aligns with Canadian Tire's policies on communication and information management? (Commitment 2)</p> <p>A) Sharing an Annual Report draft on your personal social media account to get feedback from friends who work in different industries.</p> <p>Feedback: Sharing drafts of internal documents, especially something as sensitive as an Annual Report, on social media is against company policies regarding communication and information management.</p> <p>B) Directing a media request for company information to Canadian Tire's Media Hotline.</p> <p>Feedback: As per company policy, all external media requests should be directed to the Media Hotline. This is the correct procedure for handling such requests.</p> <p>C) Using a personal USB drive to take some work files home for the weekend.</p> <p>Feedback: Using personal devices to transfer or store company files is not allowed as per Canadian Tire's policies on information management and security.</p> <p>D) Disclosing a coworker's medical condition in a team meeting without their consent.</p> <p>Feedback: Disclosing personal information, such as a coworker's medical condition, without consent is against Canadian Tire's privacy policies and applicable privacy laws.</p>		Quiz: Multiple Choice

7d	Question 3	<p>Q3: Which of the following actions is most in line with Canadian Tire's Code of Conduct and corporate policies? (Commitment 3)</p> <p>A) A co-worker uses the company email to send a joke about a recent political event to the entire team. Feedback: Using the company email for political or non-businesslike communication is against the company's email usage policy.</p> <p>B) An employee overhears confidential information about an upcoming merger and immediately purchases CTC stock. Feedback: Acting on inside information to purchase company stock is illegal and against Canadian Tire's policies.</p> <p>C) A manager makes sure to get approval from the Business Unit Executive and Head of Corporate Communications before accepting an invitation to speak at an external conference. Feedback: (CORRECT) Getting approval from the relevant departments before speaking at an external event is in line with company policy regarding public communications.</p> <p>D) An employee forwards a CTC internal report to their personal email for convenience, so they can work on it from home. Feedback: Forwarding internal company data to personal email accounts is against Canadian Tire's information security policy.</p>		Quiz: Multiple Choice
7e	Question 4	<p>Q4: Which of the following actions is in alignment with Canadian Tire's Code of Conduct? (Commitment 4)</p> <p>A) Using your position at Canadian Tire to influence a local political election. Feedback: Using your position at Canadian Tire to</p>		Quiz: Multiple Choice

		<p>influence local politics is against the Code of Conduct. Employees should not use their job titles or company affiliation for personal political activities.</p> <p>B) Discarding waste materials without considering CTC's sustainability initiatives. Feedback: Ignoring CTC's sustainability initiatives contradicts the company's commitment to environmental responsibility. Employees are expected to be aware of and support these initiatives.</p> <p>C) Encouraging co-workers to donate to Canadian Tire Jumpstart Charities during a company event. Feedback: (CORRECT) Supporting Canadian Tire Jumpstart Charities is in line with the company's Code of Conduct, as it is one of Canadian Tire's supported charitable initiatives.</p> <p>D) Promising a supplier that Canadian Tire will make a sizable charitable donation to the supplier's charity of choice, without executive approval. Feedback: Making promises about charitable donations without appropriate prior approval violates the guidelines about charitable activities and is not in alignment with the Code of Conduct.</p>		
7f	Question 5	<p>Q5: Which of the following actions is more in line with Canadian Tire's Code of Conduct on reporting?</p> <p>A) An employee, without approval, discloses financial forecasts to a close friend who is also a shareholder. Feedback: (CORRECT) Encouraging a recycling initiative aligns with the company's focus on environmental and sustainability efforts, and it adheres to the Code of Conduct.</p> <p>B) A manager sends a company-wide email encouraging employees to take part in a recycling initiative at work. Feedback: Disclosing financial forecasts without approval is a violation of the Code of Conduct, potentially involving</p>		Quiz: Multiple Choice

		<p>insider trading, and must be reported immediately to the TEO.</p> <p>C) An executive accepts an expensive gift from a supplier, promising future business in return. Feedback: Accepting an expensive gift from a supplier in exchange for future business could be considered bribery and must be reported immediately to the TEO.</p> <p>D) A team member decides to change the price tags on some items to boost end-of-month sales numbers. Feedback: Changing price tags to artificially boost sales is a form of falsifying records and should be reported immediately to the TEO.</p>		
--	--	---	--	--